

# Social Engineering: Real-World Examples

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# Social Engineering

- **Social engineering** is the act of manipulating people into performing actions or divulging confidential information. While similar to a [confidence trick](#) or simple [fraud](#), the term typically applies to trickery or deception for the purpose of information gathering, fraud or computer system access; in most cases the attacker never comes face-to-face with the victim. – [www.wikipedia.org](http://www.wikipedia.org)

# Case study

- As a service provider, Duo Consulting helps clients manage the publication of critical business information on their web sites.
- Integrity and availability are important considerations for Duo when processing requests for changes
- 99% of requests from clients come from known client contacts.